

**BEFORE THE  
TENNESSEE REGULATORY AUTHORITY**  
Nashville, Tennessee

In Re: COMPLAINT BY AT&T  
REGARDING THE PROVISIONS OF  
CALLING NAME DELIVERY BY  
BELLSOUTH  
TELECOMMUNICATIONS, INC.

01 FEB 20 PM 3 25

OFFICE OF THE  
EXECUTIVE SECRETARY

Docket No. 00-00971

**Request for Emergency Assistance**

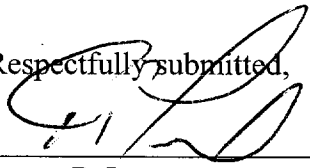
AT&T Communications of the South Central States, Inc. ("AT&T") hereby requests further assistance from the Tennessee Regulatory Authority ("TRA") on the CNAM database issue which now affects another AT&T local service customer in Tennessee. Deloitte & Touche ( Deloitte & Touche LLP; 50 N. Front Street, Suite 600; Memphis, Tennessee 38103; telephone number 901-523-1234 ) is an AT&T customer in Tennessee. Today, when Deloitte & Touche calls a BellSouth customer, "Deloitte & Touche" does not appear on the customer's caller ID screen. AT&T asked BellSouth to implement its interim solution for Deloitte & Touche as BellSouth did for Dillards. However, BellSouth now refuses to load the customer information into its database. Rather, contrary to what it agreed to do for Dillards and contrary to representations BellSouth made in a recent collaborative discussion in Louisiana, BellSouth now insists that AT&T must develop new computer systems and processes to pass such information to BellSouth.

BellSouth has committed to implement its permanent CNAM solution by April 6, 2001 for Tennessee. It is unreasonable and unacceptable to force AT&T to spend money, time,

and resources to develop a computer system that will be used only for less than two months. AT&T has not experienced and does not anticipate a large volume of customers requiring loading into BellSouth's database between now and April 6, 2001. There is no reason for BellSouth not to load the information for Deloitte & Touche as it did for Dillards.

This issue is immediate for Deloitte & Touche. By refusing to load the information, BellSouth effectively continues to uphold solving the problem for Deloitte & Touche. Accordingly, AT&T requests that BellSouth load the information for Deloitte & Touche as it did for Dillards and to continue this process until the permanent solution is implemented in Tennessee. Because of the impact on Deloitte & Touche, AT&T requests that the TRA, either directly or by action of the pre-hearing officer, address this issue as soon as possible and order BellSouth to load the CNAM information for Deloitte & Touche.

Respectfully submitted,



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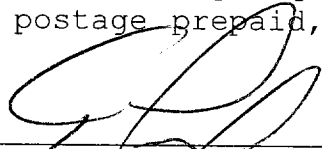
James P. Lamoureux  
AT&T Room 4048  
1200 Peachtree Street, NE  
Atlanta, Georgia 30309  
(404) 810-8670

Attorney for AT&T Communications of the  
South Central States, Inc.

February 20, 2001

**CERTIFICATE OF SERVICE**

I, Jim Lamoureux, hereby certify that I have served a copy of the foregoing Request for Emergency Assistance of AT&T on counsel of record, as follows, by depositing a copy of the same in the US mail, postage prepaid, this 20<sup>th</sup> day of February 2001.

  
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Jim Lamoureux

Guy Hicks (via fax and US Mail)  
BellSouth Telecommunications, Inc.  
333 Commerce Street, Suite 2101  
Nashville, TN 37201

Henry Walker  
Boult, Cummings, Conner & Berry  
414 Union Street, Suite 1600  
Nashville, TN 37219

Charles B. Welch, Jr.  
Farris, Mathews, Brannan, Bobango, & Hellen, PLC  
618 Church Street, Suite 300  
Nashville, TN 37219

Joe Werner  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243